

MSFT Demos:Troubleshoot video and audio

Video Help

For best results, view the Microsoft Office 2003 demos with the latest version of Windows Media Player. The player is free, and you can get it from the [Windows Media Player download page](#).

▼ [I see a black screen and the word "Done" at the bottom of the window.](#)

Do one or more of the following:

Look for the player controls and for status messages such as "Connecting..." or "Buffering..." in the lower-left corner of the new window. If you do not see those, use the vertical scroll bar on the new window to scroll down until the controls and status messages are visible.

If you see status messages such as "Connecting..." or "Buffering..." in the lower-left corner of the new window, wait a little longer. The video is preparing to play.

If you see the word "Ready" in the lower-left corner of the new window, click the **Play** button. You may have to do this several times.

▼ [I can hear the audio, but I can't see the video \(or vice versa\).](#)

Windows Media Player uses support files called codecs (necessary to play video clips) to play streaming media files. Media Player uses one codec for audio and another codec for video. If you're hearing the audio but not seeing the video (or vice versa), you're missing one of the codecs needed to play the file.

When Media Player does not have the codecs needed to play a file, it tries to download those missing codecs for you. Several factors can prevent Media Player from downloading the needed codecs. Follow these troubleshooting suggestions:

Make sure Media Player can download codecs.

▼ [How?](#)

1. In Media Player, on the **Tools** menu, click **Options**, and then click the **Player** tab.
2. Under **Automatic updates**, make sure the **Download codecs automatically** check box is selected.
3. Run the demo again.
Make sure you're an administrator on the computer that you're using to watch the video.

▼How?

1. Click **Start**, right-click **My Computer**, and then click **Manage**. The **Computer Management** window appears.
2. In the left pane of that window, click the plus sign next to **Local Users and Groups**, and then double-click **Groups**.
3. In the right pane of the **Computer Management** window, double-click **Administrators**. The **Administrators Properties** dialog box appears.
4. Under **Members**, you should see your name, network account, or e-mail alias if you're an administrator on the computer you're using.

If you aren't an administrator on the computer you're using, you need to contact your system administrator.

Make sure your browser is set to a medium security level. Using a high security level prevents Media Player from downloading any missing codecs.

▼How?

1. In Microsoft Internet Explorer, on the **Tools** menu, click **Internet Options**, and then click the **Security** tab.
2. Under **Select a Web content zone to specify its security settings**, click the option that applies to you.

For example, if you're connected directly to the Internet, click **Internet**. If you're connected to a network, click **Local intranet**.

3. Under **Security level for this zone**, move the slider from **High** to **Medium**.

Note: If you don't see the slider, click **Default Level**.

4. Run the demo again. Make sure your network is not preventing you from connecting to the demo. Contact your network administrator or system administrator.

▼The video doesn't play correctly, or it ends prematurely.

Download and install the latest version of Windows Media Player. The player is free, and you can get it from the [Windows Media Player download page](#).

Important: To install the player, you must be an administrator on the computer you're using. After you install Windows Media Player, you must restart your computer, return to the article that contains the demo, and then run the demo again.

▼ The video begins again when I change my screen resolution.

Download and install the latest version of Windows Media Player. The player is free, and you can get it from the [Windows Media Player download page](#).

Important: To install the player, you must be an administrator on the computer you're using. After you install Windows Media Player, you must restart your computer, return to the article that contains the demo, and then run the demo again.

▼ I get a message saying something about missing a player or other component.

Follow the on-screen instructions for downloading and installing the missing component.

Important: To install any missing components, you must be an administrator on the computer you're using. After you install Windows Media Player, you must restart your computer, return to the article that contains the demo, and then run the demo again.

▼ I get a message that mentions codecs.

Under some conditions, you may see the following message:

"Windows Media Player cannot play the file. The file may be formatted with an unsupported codec, or the Player could not download the codec."

If you see this message, try one or more of the following:

Install the ACELP codec from the [WMPlugins ACELP codec download page](#). Some older videos use this codec.

Update the drivers for your audio card. For possible driver updates, see your audio card manufacturer's Web site.

▼ I get two messages - one that indicates Microsoft Windows Media Player 7 or later is required to play this video, and another one that says **This Web page wants to use an add-on that is either disabled or from a publisher you have blocked**.

This pair of messages can occur if the Windows Media Player is not enabled for your browser. If you are running Microsoft Windows® XP Service Pack 2 or later, do the following to enable the Windows Media Player add-on: In Internet Explorer, on the **Tools** menu, click **Manage Add-ons**. In the **Show** list, click **Add-ons that have been used by Internet Explorer**. In the **Name** column, select **Windows Media Player**. Under **Settings**, select **Enable**.

Audio Help

▼ I need to control the audio.

The audio plays automatically whenever you start a demo. You control the audio with the **Mute**, **Play**, **Pause**, and **Stop** buttons.

To stop the audio and video from playing, click **Stop**. To stop just the audio, click

Mute. To restore the audio, click **Mute** again.

▼ I don't hear the audio.

If you don't hear the audio, there could be a problem with your computer, or your computer may not have a sound card. Another reason could be that you are using a browser other than Microsoft Internet Explorer 5 or later.

Here are some other reasons the audio may not work:

▼ The **Mute** button on the controls may be turned on.

Click the **Mute** button.

▼ The **Volume** slider may be set too low.

Drag or click the **Volume** slider to a level that is above the lowest volume setting.

▼ The system volume may be set too low.

In Control Panel, open **Sounds and Audio Devices**. On the **Volume** tab, under **Device volume**, drag the slider to the right to increase the system volume.

▼ Other programs may be using your sound devices.

Close all other programs that could be using your sound devices.

▼ Your computer speakers or headphones may not be plugged in correctly.

Make sure that your speakers or headphones are correctly plugged in, have electric power, and are turned on.

Note: Some speakers require batteries.